

A system and apparatus within a communications server for intercepting supplemental service requests to a communications network and ensuring redirection to correct network party and optimal resource usage when redirecting a call over the network. The optimization system includes a database and database server software. A device/trunk handler is used to interface signalling channels to the optimization system. A monitoring and statistics unit monitors the signalling channels. The server software is responsive to the monitoring and statistics unit and selects the routing of the supplementary service through the appropriate server(s) in the network.